

PRINT MANAGEMENT GUIDELINES

1. Purpose and Authority

These Guidelines relate to the implementation of the print management requirements of RCW 43.19.733 and WAC 200-380.

RCW 43.19.742 directs the department of enterprise services (DES) to establish rules and guidelines to implement print management strategies that track, manage and reduce agency printing costs.

2. Definitions

The following apply to these Guidelines. Additional definitions are found in RCW 39.26.010 and WAC 200-380-020.

- a. "Authorized Supplier" means a supplier listed on a state master contract.
 - b. "Desktop Printing" means the use of a desktop printer to complete a print job.
 - c. "Digital Printing" means a digital-based image transferred directly to a variety of media, usually liquid ink or toner based.
 - d. "Master Contract Usage Agreement" (or MCUA) means a one-time agreement allowing qualified organizations to use Washington State master contracts. [Learn about MCUA's online.](#)
 - e. "MFD State Contract" means the state master contract brokered by DES for use by agencies and other authorized users.
 - f. "MFD Work Contract" means an agreement between an agency and an MFD Authorized Supplier for the lease, rental, or purchase of an MFD or a fleet of MFDs.
 - g. "Multifunctional Device" (or MFD) means a networked or non-networked digital printing device capable of any combination of the following functions:
 - i. Printing
 - ii. Copying
 - iii. Scanning and/or
 - iv. Faxing
 - h. "MPS State Contract" means the state master contract brokered by DES for use by agencies and other authorized users for MPS.
 - i. "MPS Work Contract" means an agreement between an agency and an MPS Authorized Supplier for delivery of MPS for an agreed upon rate over a fixed period, subject to mutually agreed upon revision as needed to meet business needs. A MPS Work Contract may include a combination of service related activities required to manage agency's entire fleet print equipment or portions of their print equipment fleet as needed.
- A MPS Work Contract may include the delivery of all supplies, with the exception of paper, required to maintain an uninterrupted business workflow. An MPS Work Contract may include different types of print equipment including but not limited to:
- i. MFDs
 - ii. Networked printers
 - iii. Non-networked printers
 - iv. Plotters

- v. Desktop printers
- vi. Scanners
- vii. Large format devices

j. "Offset Printing" means a printing technique where an inked image is offset by a plate or rubber blanket then transferred to a surface.

k. "Print Assessment" means an analysis of print services required to meet an agency's printing needs in the most efficient cost and effective manner.

l. "Print Services" means digital printing, quick copy, and offset printing, including printing done in a print shop.

m. "Print Shop" means a shop where printing is done, usually by an offset method where ink is applied to paper or other substrate.

3. Determining which print management service to use

- a. Is an agency required to contact DES before entering into a print management contract?

Agencies that have an approved MCUA are not required to contact DES and can use the MPS State Contract by following the requirements in Section 4 of these guidelines.

- b. What does an agency need to do if it needs Print Services?

On every printing job and binding job ordered by a state agency, RCW 43.19.739 requires agencies to consult with DES on how to choose more economic and efficient options to reduce costs. There is no cost for the consultation. Find your Print Customer Service Representative online.

- c. What are the options if my agency needs Print Services?

Several options are available:

- i. Submit a print or copy job directly to DES; or
- ii. Use digital print and quick copy master contracts; or
- iii. Post a solicitation for bids on the Washington Electronic Business Solution (WEBS). DES printing and imaging must be included in a solicitation for print services per RCW 43.19.736; or
- iv. Make a direct buy purchase from a private printing vendor per RCW 39.26.125(3). The department's direct buy policy must be followed.

- d. Are there any restrictions to using a private printing vendor?

Yes. Under RCW 43.19.736:

- i. Agencies must use DES to print any job containing sensitive or personally identifiable information, not publicly available unless it is more economically feasible for DES to contract with a private printing vendor for the printing.
- ii. If a private printing vendor is used, DES will enter into a confidentiality agreement with the private vendor who is printing sensitive or personally identifiable information.

4. Using managed print services (MPS).

What steps does an agency follow to implement MPS?

- a. Locate the current MPS State Contract online.
- b. Follow the process outlined in the MPS State Contract; and
- c. Award the MPS Work Contract to the authorized supplier that the agency determines best meets its business needs.

4.1 Print assessment.

- a. Is a print assessment required before an agency enters into MPS?

Yes. An Agency must assess their printing environment when transitioning to an MPS Work Contract to identify all technical, operational and financial aspects of the agency's existing fleet and printing needs. An agency may perform the print assessment themselves or use an authorized supplier on the state contract to perform the print assessment.

A print assessment must include at minimum:

- i. An analysis of the agency's fleet costs including administrative, hardware, software, network capabilities, imaging output and imaging costs
- ii. A plan for on-going data collection and analysis
- iii. Recommendations for asset location and equipment use
- iv. Recommendations for cost savings and efficiencies, including paper reduction
- v. Recommended device(s) based on work flow and business needs
- vi. Recommendations for addressing data security and energy efficiency

- b. How often is a print assessment required?

Agencies are required to assess their print environment before entering into any MPS Work Contract.

5. Tracking and monitoring the cost of print operations.

- a. Is an agency required to track and monitor cost savings and efficiencies of its print operations?

Yes, when an agency transitions to a MPS Work Contract it should result in cost savings and efficiencies over the term of the MPS Work Contract, as it compares to the previous MFD Work Contract.

- b. Is an agency required to report the cost savings and efficiencies to the department?

Yes. Agencies that have transitioned to an MPS Work Contract, must report to the department using Printing Report and submit to PrintingReports@des.wa.gov.

- c. How often is an agency required to report?

An agency that is in the first year of their transition to MPS, must report at the middle of their MPS Work Contract term and then at the completion of their MPS Work Contract term. Reports are due by June 30th of the applicable year the report is required.

- d. How often is an agency required to report after their initial MPS Work Contract term has ended?

Agencies that have completed the initial MPS Work Contract term, are required to report at the conclusion of each MPS Work Contract term. The report is due by June 30th of the applicable year the MPS Work Contract is complete.